



# Strategic Placemat – Our Top Priorities for FY24

## Office of Administration

FY24 – updated 11/14/2023

### VISION

*Excellent customer service, every time.*

### FOCUS AREAS

#### Team Member Focus

Recognize superior performance, provide opportunities for growth and engage our team members

#### Customer Focus

Provide quality solutions to enable our partner agencies to deliver impact to their customers

#### Culture of Excellence

Improve how we work by using standardized tools and training while promoting a culture of continuous improvement

#### Technology Solutions

Looking to the future, implement technology that will improve how we work and provide a better customer and team experience

### STRATEGIC INITIATIVES

#### 1A. Engage Team Members:

Use QPS data to unite and implement plans to engage more OA team members, from QPS feedback.

(Jeremy Washington-Comms & Melody Reichel-CO)

#### 1B. Compensation Strategy:

Deploy training on compensation best practices and develop strategies for branding total rewards.

(Paul Buckley-DOP)

#### 1C. Recruitment:

Enhance recruitment pipelines by 50%, targeting internship programs, high school students and diversity in OA.

(Dawn Sweazea-DOP)

#### 2A. State Property Plan:

Assess and evaluate the condition of all state and leased property.

(Zach Russell-FMDC)

#### 2B. SHARE MO: State's Customer Experience Program:

Grow the State's customer experience program, SHARE MO, throughout executive agencies to gain actionable insights and improve the overall experience.

(Rebecca Moyers-CO)

#### 2C. State Data Center/OA Document Solutions Co-Location:

ITSD to move data center print operation to OA Document Solutions facility on Scruggs' Station Road.

(Pam Heimericks - ITSD)

#### 3A. Safety Program:

Develop and Implement an FMDC Safety Program and training opportunities for team members.

(Brian Yansen-FMDC)

#### 3B. Purchasing Partnerships:

Devise and implement plans to collaborate with agencies on purchasing projects and build efficiencies on the procurement process.

(Karen Boeger-Purchasing)

#### 3C. D&I Journey:

Implement plans for the coming year that focus on creating a resilient workforce and strengthens our communities through increasing diversity and inclusion in OA.

(Danielle Briot - OEO)

#### 3D. Budget Book Forms and Bill Review Problem Analysis:

Expand in-person B&P in-house trainings for advanced skills in NDI and Bill Review problem analysis for statewide agency staff.

(Tony Roberts-B&P)

#### 4A. MOVERS Preparation:

Improve the quality of data stored in the State's accounting system to ensure effective implementation of new MOVERS system.

(Stacy Neal-Accounting)

#### 4B. Microsoft 365 (M365):


Develop a phased approach for deploying M365 features across all agencies to significantly improve workflow efficiencies and collaboration.

(Jackie Duff-ITSD)

#### 4C. Digital Content Performance:

Measure the effectiveness of content shared via public website, internal intranet, social media platforms, videos, email and newsletters to ensure we are sending effective communication based upon viewer interactions.

(Rachelle Bushko-Comms)

 Directly tied to Quarterly Pulse Survey (QPS) Results

# OA placemat priorities have alignment and linkage to Governor's priorities as we serve all of state government to better serve our citizens

## Workforce & Education

## Infrastructure

## Stronger Communities

## Government Reform

### 1B. Compensation Strategy:

Deploy training on compensation best practices and develop strategies for branding total rewards. (Paul Buckley-DOP)

### 1C. Recruitment:

Enhance recruitment pipelines by 50%, targeting internship programs, high school students and diversity in OA. (Dawn Sweazea-DOP)

### 2C. State Data Center/OA Document Solutions Co-Location:

ITSD to move data center print operation to OA Document Solutions facility on Scruggs' Station Road. (Kenneth Cummings-ITSD)

### 3A. Safety Program:

Develop and Implement an FMDC Safety Program and training opportunities for team members. (Brian Yansen-FMDC)

4C. **Digital Content Performance:** Measure the effectiveness of content shared via public website, internal intranet, social media platforms, videos, email and newsletters to ensure we are sending effective communication based upon viewer interactions. (Rachelle Bushko-Comms)

### 2A. State Property Plan:

Assess and evaluate the condition of all state and leased property. (Zach Russell-FMDC)

### 4B. Microsoft 365 (M365):

Develop a phased approach for deploying M365 features across all agencies to significantly improve workflow efficiencies and collaboration. (Jackie Duff-ITSD)

### 3C. D&I Journey:

Implement plans for the coming year that focus on creating a resilient workforce and strengthens our communities through increasing diversity and inclusion in OA. (Danielle Briot-OEO)

### 1A. Engage Team Members:

Use QPS data to unite and implement plans to engage more OA team members, from QPS feedback. (Melody Reichel-CO & Jeremy Washington-Comms)

### 2B. SHARE MO: State's Customer Experience Program:

Grow the State's customer experience program, SHARE MO, throughout executive agencies to gain actionable insights and improve the overall experience. (Rebecca Moyers-CO)

### 3B. Purchasing Partnerships:

Devise and implement plans to collaborate with agencies on purchasing projects and build efficiencies on the procurement process. (Karen Boeger-Purchasing)

### 3D. Advanced Budget Book Forms and Bill Review Problem Analysis:

Expand in-person B&P in-house trainings for advanced skills in NDI and Bill Review problem analysis for statewide agency staff. (Tony Roberts-B&P)

### 4A. MOVERS Preparation:

Improve the quality of data stored in the State's accounting system to ensure effective implementation of new ERP system. (Stacy Neal-Accounting)